

Dear American Airlines Customer,

Please accept our sincere apology for the mishandling of your property. We understand your concern and realize the inconvenience this causes. Completion of this form in reference to a delayed bag will allow us to intensify our tracing efforts with the goal of locating and returning your property.

Complete all areas of this form and return it to us no later than 45 days from the date of travel. Failure to return this completed form to us within the timeframe may result in the denial of your claim.

If your claim involves more than one piece of baggage, please itemize each bag and its contents separately. Failure to include the requested information may affect the processing of your claim.

**Check list:**

- Airline ticket receipts
- Baggage claim checks
- Original receipts are required for all reimbursement for delay expenses
- Receipt(s) for excess value claimed
- Receipt(s) for excess baggage charges paid
- Receipt(s) for all items valued over \$150.00
- Clear and legible government issued photo identification for each passenger making a claim
- Damage claims: retain all damaged bags and/or contents until your claim has been resolved
- Retain a copy of all documents submitted to the airline for your personal records

Once you have completed the form, please return it to us by mail or fax:

**American Airlines, Inc.**

Central Baggage  
4000 E Sky Harbor Blvd.  
Phoenix, AZ 85034  
Fax 480-693-2305  
Email: [central.baggage@aa.com](mailto:central.baggage@aa.com)

**Liability Limitations:**

Liability for loss, delay, or damage to baggage will be limited as follows:

**Domestic Travel** (wholly within the United States) - \$3,500 per ticketed passenger.  
Certain items are excluded from liability; see Contract of Carriage at [aa.com](http://aa.com)

**International Travel** (including domestic portions of international itineraries) is covered by the Montreal Convention – 1,131 SDRs (Special Drawing Rights) per ticketed passenger

Thank you for your cooperation,

Your American Airlines Central Baggage Team

## PASSENGER PROPERTY QUESTIONNAIRE

AAAdvantage: \_\_\_\_\_ File Reference Number: \_\_\_\_\_

**Type of Claim: (check all that apply)**

<input type="checkbox"/> Lost Luggage	<input type="checkbox"/> Missing Contents
<input type="checkbox"/> Damaged Luggage and/or Contents	<input type="checkbox"/> Delay Expenses

Mr. <input type="checkbox"/> First Middle Last Name Mrs. <input type="checkbox"/> Ms. <input type="checkbox"/>	Phone Number  Home: _____ Business: _____
Permanent Mailing Address Number Street Apt.	Temporary Mailing Address Number Street Apt.
City State Zip Code	City State Zip Code
Country Postal Code	Country Postal Code
Email Address: _____	Employed by: _____ Occupation: _____

**Your Complete Flight Itinerary**

From	To	Airline	Flight Number	Travel Date

Have you, or any member of your household, had a previous baggage claim with AA or any other airline in the last 5 years? Yes  No

If yes, list each airline, claimant name and dates (attach an additional page if necessary)

Airline(s) \_\_\_\_\_ Name(s) \_\_\_\_\_

Date(s) \_\_\_\_\_

Information gathered on this form may be shared with other airlines, local, state and federal law enforcement agencies or private insurers.

Number of ticketed passengers traveling in your party:	Number of passengers claiming missing baggage:	Purpose of trip?	Length of stay?
Were you charged for excess and/or overweight baggage: Yes <input type="checkbox"/> No <input type="checkbox"/>	Did you declare and pay for excess value: Yes <input type="checkbox"/> No <input type="checkbox"/>	Value declared: \$ _____	
Have you received your baggage and are you missing contents only: Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, how many bags are missing contents? _____			
Was airline notified of loss immediately? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, at what office? _____		By telephone <input type="checkbox"/> In person <input type="checkbox"/>	
If airline was not notified within 4 hours, state the reason for the delay: _____			
Where and when did you last see your baggage? _____			
Has this loss been reported to another airline? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please provide name of airline and city where reported. _____			

**Certification and Understanding**

APPLICABLE IN USA ONLY. It is expressly understood and agreed by the claimant that the furnishing of this form and any assistance given by employees of American Airlines, Inc., are acts of courtesy and shall not constitute a waiver of any rights or an admission of liability by or on the part of American Airlines, Inc., its employees or agents. Any other information and/or documents relating to this statement which are required by American Airlines, Inc., will be furnished by claimant upon request and shall be considered part of this statement.

The United States Post Office has investigative jurisdiction under federal laws relating to sending false or fraudulent claims through the United States mail and any such claims received by American Airlines, Inc., are reported to the United States Postal Authorities. Loss of baggage in interstate shipment or of articles from such baggage come within the purview of federal statutes relating to thefts from interstate shipment and, are therefore, subject to investigation by the Federal Bureau of Investigation.

